

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL ESTIMATES HEARING: 13 February 2006**

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

### **(79) Output 2.1: Settlement Services**

Senator Hurley asked:

Recommendation 7 of the Urbis Key Young report suggests that DIMA should identify whether there are any ways of improving the accuracy information provided by overseas posts.

- Currently how can you rate the level of accuracy of information provided by overseas post?

*Answer:*

Recommendation 7 of the Urbis Keys Young Report of the Integrated Humanitarian Settlement Strategy (IHSS) was concerned with the accuracy of information on humanitarian entrants that was provided by DIMA's overseas posts. In response to this recommendation, DIMA introduced the IHSS Database, a system designed to streamline and automate the referral and tracking of humanitarian entrants. The Database draws information on humanitarian clients from the DIMA systems used by Posts.

Subject to the accuracy of information provided by clients to overseas posts, the Database contains detailed and accurate information on humanitarian entrants which is provided to IHSS service providers. This enables service providers to prepare an initial assistance plan tailored to the family's size and composition. The Database also provides advice on special needs of entrants as well as language proficiency, education background and arrival details.